

2001
Washington Consumer Assessment of Health Plans (CAHPS) Survey
Special Report: Pregnant Women
In Medicaid Managed Care and Fee-for-Service
November 30, 2001

Pregnant Women in Managed Care and Fee-for-Service

A sample of pregnant women in managed care and fee-for-service Medicaid programs were selected from enrollment data for CAHPS 2001 statewide samples. In addition to the samples identified through the Medicaid enrollment data, women were asked to indicate if they were currently pregnant or had been pregnant within the past six months on the survey. Since women in Healthy Options and in the pregnancy samples received the same survey, the rates of pregnancy among respondents are available for each population.

From the enrollment data for pregnant women, women who met the Medicaid eligibility criteria for age, continuous enrollment, residency, and language were included in the sample. The sample size for pregnant women in managed care (MCO) was 1,436 while the fee-for-service (FFS) sample size was 1,415.

Of the 1,436 pregnant women in the MCO sample:

- 1,143 were eligible respondents, and
- 413 responded to the survey, for an adjusted response rate of 36.1%.

Of the 1,415 pregnant women in the FFS sample:

- 1,067 were eligible respondents, and
- 312 responded to the survey, for an adjusted response rate of 29.2%.

Further evaluation of the data indicates varied results for respondents that actually met the survey-based screening criteria for pregnancy.

NUMBER AND PERCENT OF ADULTS MEETING PREGNANCY CRITERIA

Response Met Criteria	Healthy Options	Fee-for-Service	Managed Care	Total
Yes	451 (19.61%)	260 (83.33%)	190 (46.00%)	901
No	744 (32.35%)	52 (16.67%)	32 (7.75%)	828
Missing Response	1105 (48.04%)	0 (0.0%)	191 (46.25%)	1296
Total Survey Responses	2300	312	413	3025

This report summarizes the responses from the 2001 CAHPS survey in two separate sections:

- responses of pregnant women enrolled in Medicaid managed care plans, **plus** women in Healthy Options that met the pregnancy criteria;
- responses of pregnant women enrolled in Medicaid Fee-for-Service programs.

The number of individuals responding to each question, however, does vary as depicted in the following bar graphs.

In addition to the core CAHPS questions and composites, responses from pregnant women in managed care and fee-for-service programs are presented for questions related to smoking cessation.

Core CAHPS Questions

Definition of Pregnancy Criteria

All women in Pregnancy MCO are included. Women in Healthy Options who meet the pregnancy criteria are included as well.

Women in Healthy Options met the pregnancy criteria if survey responses were 'yes' to either one of the following questions:

Question 45. "Are you pregnant right now?"

Question 47. "Have you given birth to a child in the last 6 months?"

Women in Healthy Options did NOT meet the pregnancy criteria if survey responses were 'no' to BOTH of these questions.

All other surveys were not complete enough to determine whether the women met the pregnancy criteria.

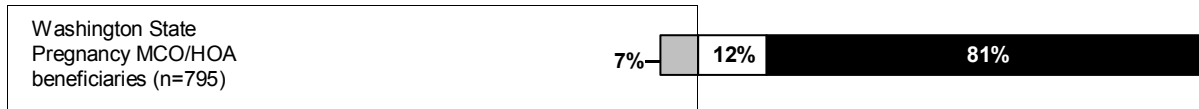
Core CAHPS Questions

Composite

Getting Care that is Needed

This chart summarizes the responses to survey questions 7, 12, 26, and 27 contained in the composite, "Getting Care That Is Needed". Individual question-level responses are also below.

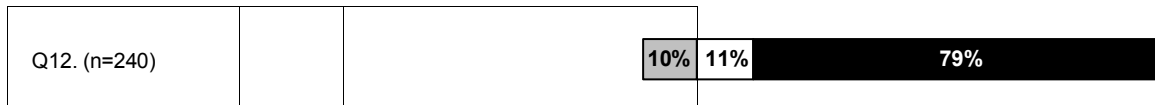
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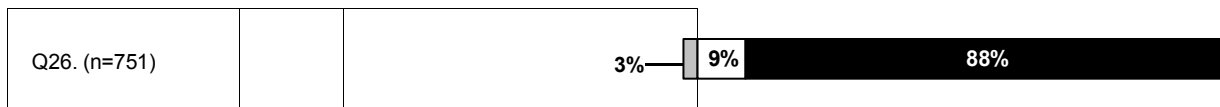
Q7. "With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?"



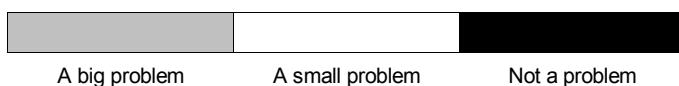
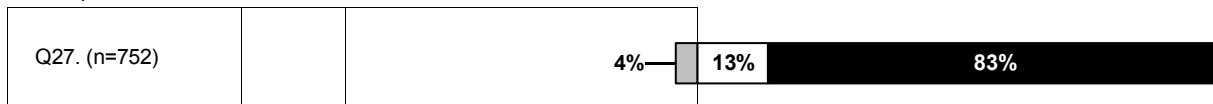
Q12. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?"



Q26. "In the last 6 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?"



Q27. "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?"



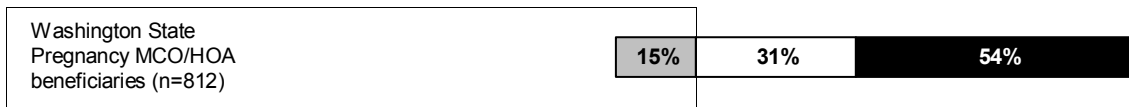
NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Core CAHPS Questions Composite

Getting Care Without Long Waits

This chart summarizes the responses to survey questions 17, 19, 22, and 28 contained in the composite, "Getting Care without Long Waits". Individual question-level responses are also below.

Composite



Q17. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?"



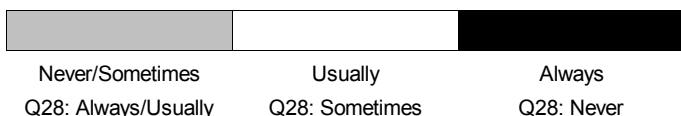
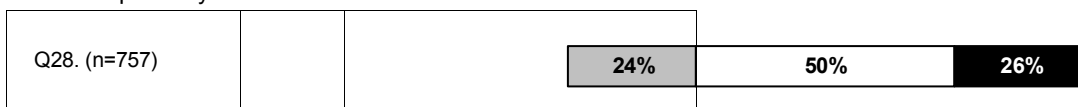
Q19. "In the last 6 months, how often did you get an appointment for regular or routine health care as soon as you wanted?"



Q22. "In the last 6 months, when you needed care right away for an illness or injury, how often did you get care as soon as you wanted?"



Q28. "In the last 6 months, how often did you wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person you went to see?"



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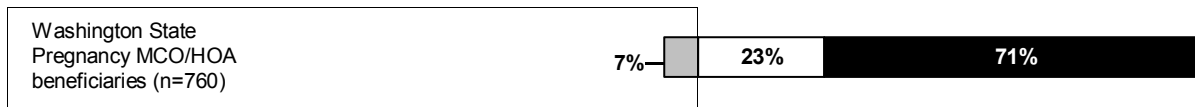
Core CAHPS Questions

Composite

How Well Doctors Communicate

This chart summarizes the responses to survey questions 31, 32, 33, 34, and 35 contained in the composite, "How Well Doctors Communicate". Individual question-level responses are also below.

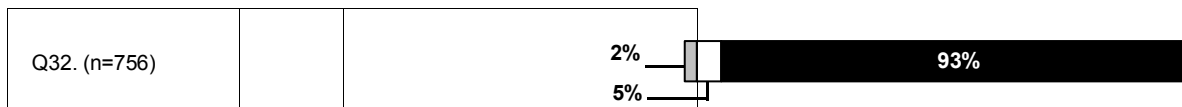
Composite



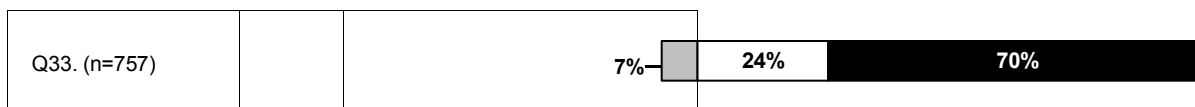
Q31. "In the last 6 months, how often did your doctors or other health providers listen carefully to you?"



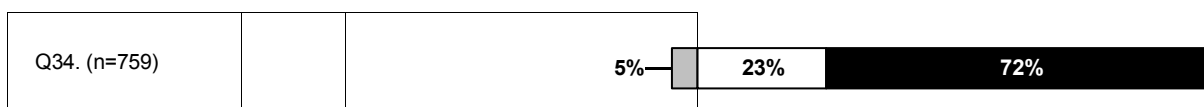
Q32. "In the last 6 months, how often did you have a hard time speaking with or understanding a doctor or other health provider because you spoke different languages?"



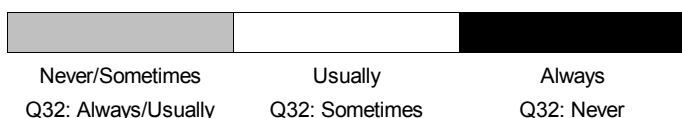
Q33. "In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?"



Q34. "In the last 6 months, how often did doctors or other health providers show respect for what you had to say?"



Q35. "In the last 6 months, how often did doctors or other health providers spend enough time with you?"



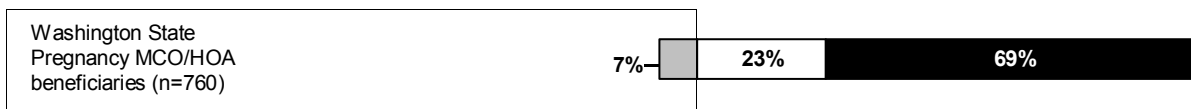
NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Core CAHPS Questions Composite

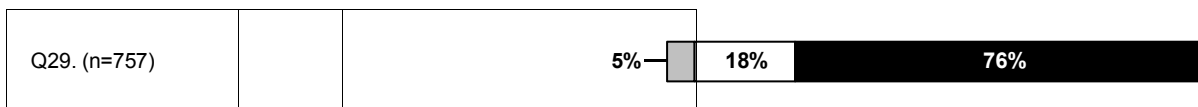
Courtesy, Respect, and Helpfulness of Office Staff

This chart summarizes the responses to survey questions 29 and 30 contained in the composite, "Courtesy, Respect, and Helpfulness of Office Staff". Individual question-level responses are also below.

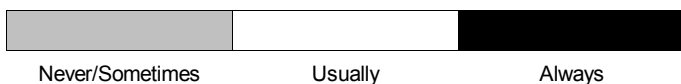
Composite



Q29. "In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?"



Q30. "In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Core CAHPS Questions

Composite

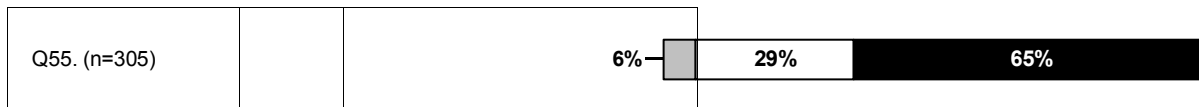
Health Plan Customer Service and Paperwork

This chart summarizes the responses to survey questions 55, 57, and 63 contained in the composite, "Health Plan Customer Service and Paperwork". Individual question-level responses are also below.

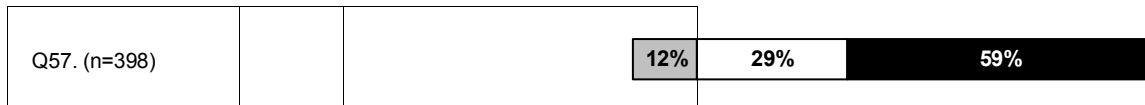
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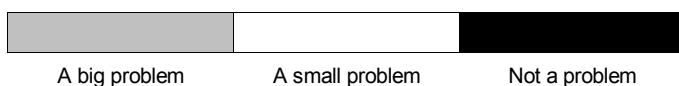
Q55. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



Q57. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?"



Q63. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your health plan?"



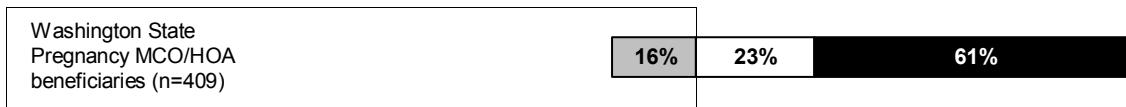
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Core CAHPS Questions Composite

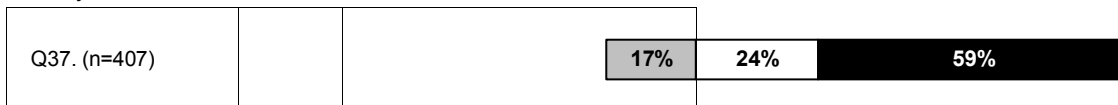
Family-Centered Care

This chart summarizes the responses to survey question 37, 38, 39, and 40 contained in the composite, "Family-Centered Care". Individual question-level responses are also below.

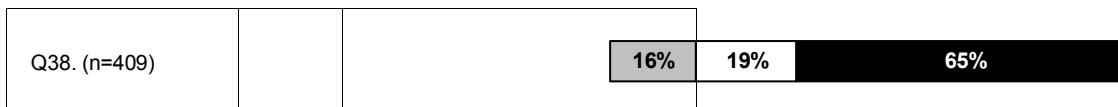
Composite



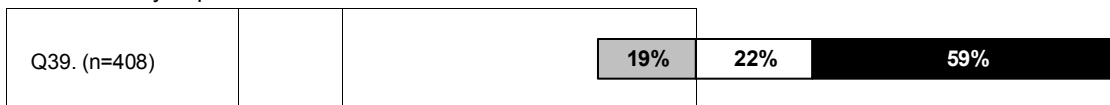
Q37. "When decisions were made in the last 6 months, how often did your doctors or other health providers offer you choices about your health care?"



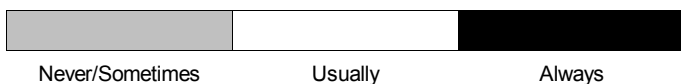
Q38. "When decisions were made in the last 6 months, how often did your doctors or other health providers discuss with you the good and bad things about each of the different choices you were given?"



Q39. "When decisions were made in the last 6 months, how often did your doctors or other health providers ask you to tell them what choices you prefer?"



Q40. "When decisions were made in the last 6 months, how often did your doctors or other health providers involve you as much as you wanted?"



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Core CAHPS Questions

Questions 10, 14, 41, and 64

Rating Personal Doctors, Specialists, Health Program, and Health Care

This chart summarizes the responses to survey question 10, 14, 41, and 64 which asks clients to rate their personal doctor, specialist, health program, and health care.

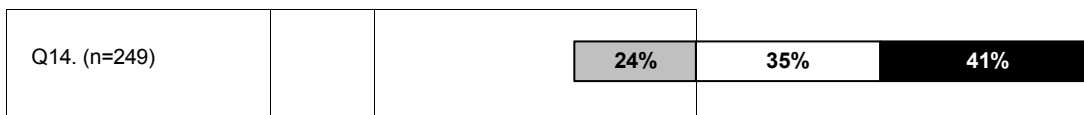
Rating Personal Doctors

Q10. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?"



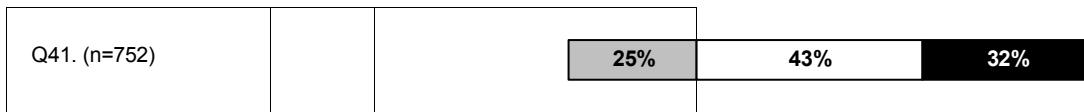
Rating Specialists

Q14. "Use any number from 0 to 10 where 0 is the worst specialist possible and 10 is the best specialist possible. How would you rate your specialist?"



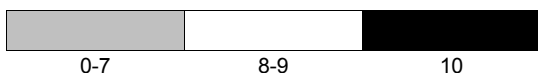
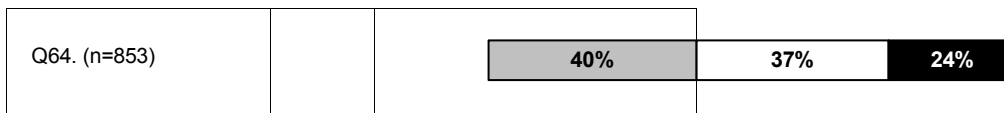
Rating Health Care

Q41. "Use any number from 0 to 10 where 0 is the worst health care possible and 10 is the best health care possible. How would you rate all your health care?"



Rating Health Program

Q64. "Use any number from 0 to 10 where 0 is the worst health program possible and 10 is the best health program possible. How would you rate your health program now?"



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Pregnancy Fee-for-Service

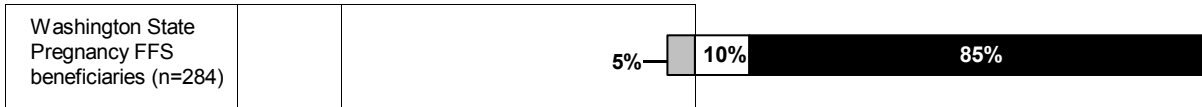
Core CAHPS Questions

Composite and Questions

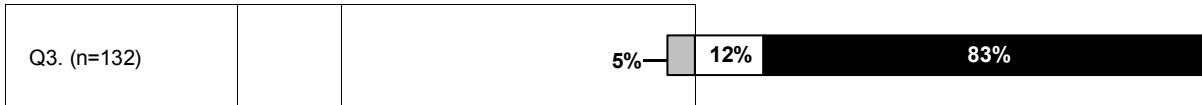
Getting Care That Is Needed

This chart summarizes the responses to survey questions 3, 7, 21, and 22 contained in the composite, "Getting Care That Is Needed". Individual question-level responses are also below.

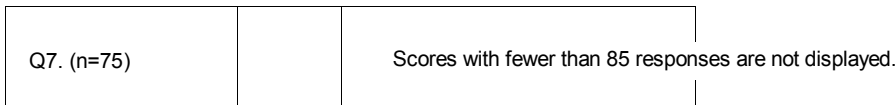
Composite



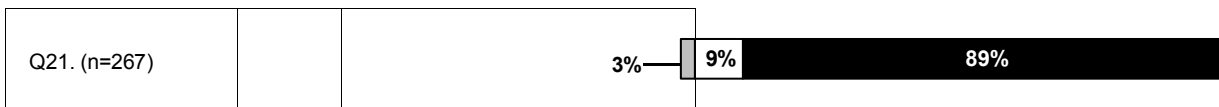
Q3. "With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?"



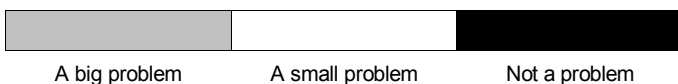
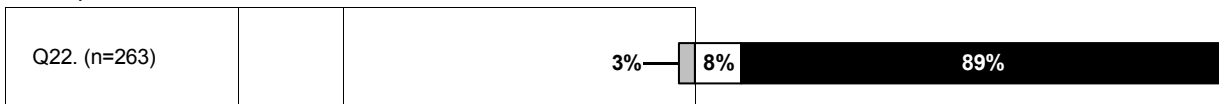
Q7. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?"



Q21. "In the last 6 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?"



Q22. "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?"



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Pregnancy Fee-for-Service

Core CAHPS Questions

Composite and Questions

Getting Care Without Long Waits

This chart summarizes the responses to survey questions 12, 14, 17, and 23 contained in the composite, "Getting Care without Long Waits". Individual question-level responses are also below.

Composite



Q12. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?"



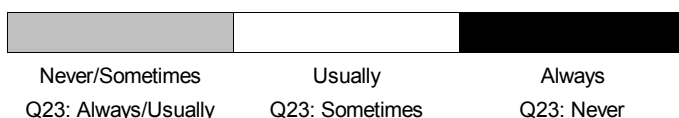
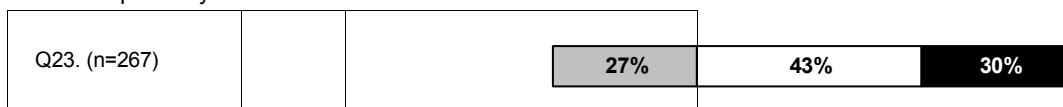
Q14. "In the last 6 months, how often did you get an appointment for regular or routine health care as soon as you wanted?"



Q17. "In the last 6 months, when you needed care right away for an illness or injury, how often did you get care as soon as you wanted?"



Q23. "In the last 6 months, how often did you wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person you went to see?"



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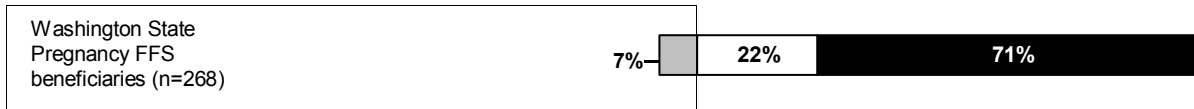
Core CAHPS Questions

Composite and Questions

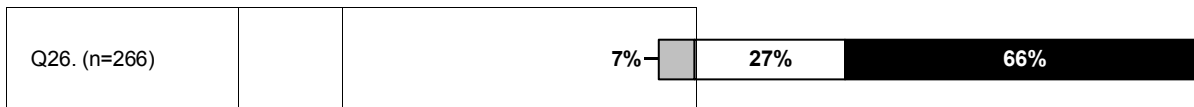
How Well Doctors Communicate

This chart summarizes the responses to survey questions 26, 27, 28, 29, and 30 contained in the composite, "How Well Doctors Communicate". Individual question-level responses are also below.

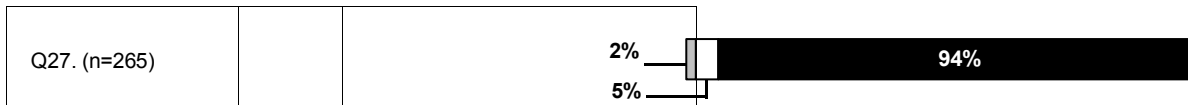
Composite



Q26. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



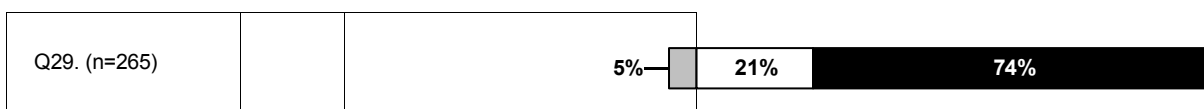
Q27. "In the last 6 months, how often did you have a hard time speaking with or understanding a doctor or other health provider because you spoke different languages?"



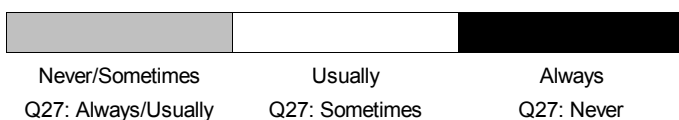
Q28. "In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?"



Q29. "In the last 6 months, how often did doctors or other health providers show respect for what you had to say?"



Q30. "In the last 6 months, how often did doctors or other health providers spend enough time with you?"



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Pregnancy Fee-for-Service

Core CAHPS Questions

Composite and Questions

Courtesy, Respect, and Helpfulness of Office Staff

This chart summarizes the responses to survey questions 24 and 25 contained in the composite, "Courtesy, Respect, and Helpfulness of Office Staff". Individual question-level responses are also below.

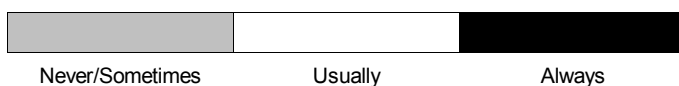
Composite



Q24. "In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?"



Q25. "In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Pregnancy Fee-for-Service

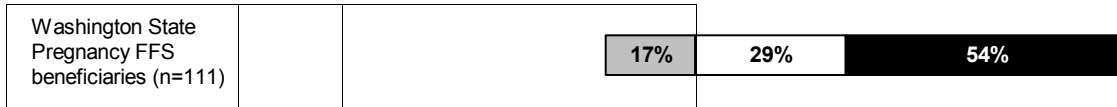
Core CAHPS Questions

Composite and Question 52

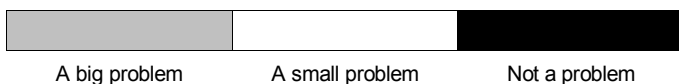
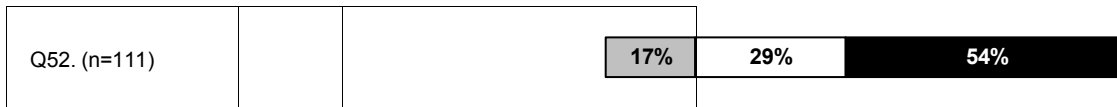
Health Plan Customer Service and Paperwork

This chart summarizes the responses to survey question 52 contained in the composite, "Health Plan Customer Service and Paperwork". Individual question-level responses are also below.

Composite



Q52. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?"



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Pregnancy Fee-for-Service

Core CAHPS Questions

Composite and Questions

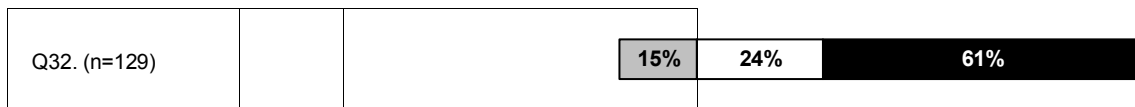
Family-Centered Care

This chart summarizes the responses to survey question 32, 33, 34, and 35 contained in the composite, "Family-Centered Care". Individual question-level responses are also below.

Composite



Q32. "When decisions were made in the last 6 months, how often did your doctors or other health providers offer you choices about your health care?"



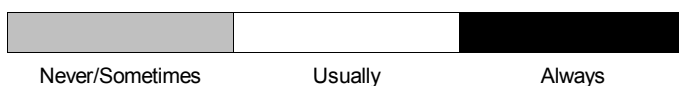
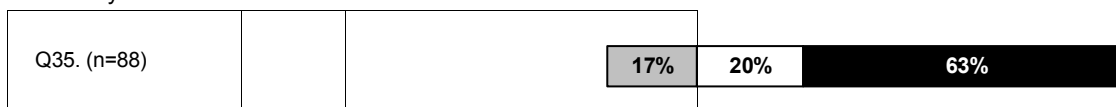
Q33. "When decisions were made in the last 6 months, how often did your doctors or other health providers discuss with you the good and bad things about each of the different choices you were given?"



Q34. "When decisions were made in the last 6 months, how often did your doctors or other health providers ask you to tell them what choices you prefer?"



Q35. "When decisions were made in the last 6 months, how often did your doctors or other health providers involve you as much as you wanted?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Pregnancy Fee-for-Service

Core CAHPS Questions

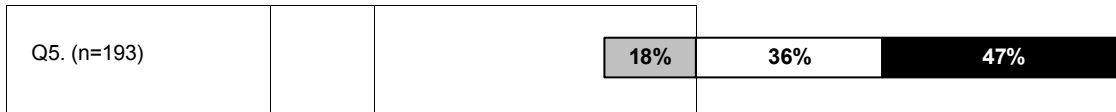
Questions 5, 9, 36, and 54

Rating Personal Doctors, Specialists, Health Program, and Health Care

This chart summarizes the responses to survey question 10, 14, 41, and 64 which asks clients to rate their personal doctor, specialist, health program, and health care.

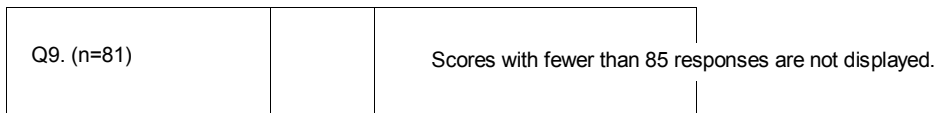
Rating Personal Doctors

Q5. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?"



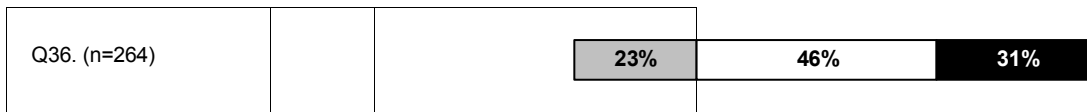
Rating Specialists

Q9. "Use any number from 0 to 10 where 0 is the worst specialist possible and 10 is the best specialist possible. How would you rate your specialist?"



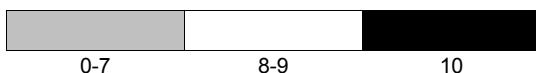
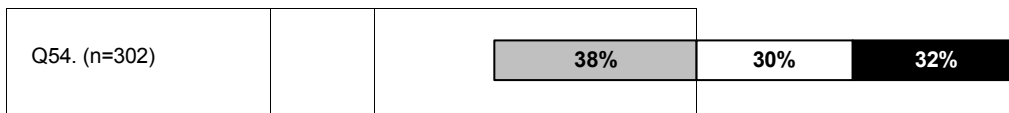
Rating Health Care

Q36. "Use any number from 0 to 10 where 0 is the worst health care possible and 10 is the best health care possible. How would you rate all your health care?"



Rating Health Program

Q64. "Use any number from 0 to 10 where 0 is the worst health program possible and 10 is the best health program possible. How would you rate your health program now?"



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The FREQ Procedure

Have you ever smoked at least 100 cigarettes in your entire life?

smoke100	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	158	51.13	158	51.13
No	142	45.95	300	97.09
Don't know	9	2.91	309	100.00

Frequency Missing = 3

Do you now smoke every day, some days, or not at all?

smokeday	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Every day	49	31.21	49	31.21
Some days	30	19.11	79	50.32
Not at all	78	49.68	157	100.00

Frequency Missing = 155

How long has it been since you quit smoking cigarettes?

quitsmok	Frequency	Percent	Cumulative Frequency	Cumulative Percent
6 months or less	12	15.38	12	15.38
More than 6 months	66	84.62	78	100.00

Frequency Missing = 234

The FREQ Procedure

In the last 6 months, on how many visits were you advised
to quit smoking by a doctor or other health provider?

	advismok	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None		32	36.36	32	36.36
1 visit		16	18.18	48	54.55
2 to 4 visits		20	22.73	68	77.27
5 to 9 visits		11	12.50	79	89.77
10 or more visits		9	10.23	88	100.00

Frequency Missing = 224

All Women in Pregnancy MCO and Women in Healthy Options Who Passed Pregnancy Criteria
(CAHPS 2001)

The FREQ Procedure

Have you ever smoked at least 100 cigarettes in your entire life?

smoke100	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	417	48.71	417	48.71
No	424	49.53	841	98.25
Don't know	15	1.75	856	100.00

Frequency Missing = 8

Do you now smoke every day, some days, or not at all?

smokeday	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Every day	152	36.45	152	36.45
Some days	74	17.75	226	54.20
Not at all	191	45.80	417	100.00

Frequency Missing = 447

How long has it been since you quit smoking cigarettes?

quitsmok	Frequency	Percent	Cumulative Frequency	Cumulative Percent
6 months or less	14	7.37	14	7.37
More than 6 months	172	90.53	186	97.89
Don't know	4	2.11	190	100.00

Frequency Missing = 674

All Women in Pregnancy MCO and Women in Healthy Options Who Passed Pregnancy Criteria
(CAHPS 2001)

The FREQ Procedure

In the last 6 months, on how many visits were you advised
to quit smoking by a doctor or other health provider?

advismok	Frequency	Percent	Cumulative Frequency	Cumulative Percent
None	72	31.44	72	31.44
1 visit	38	16.59	110	48.03
2 to 4 visits	66	28.82	176	76.86
5 to 9 visits	20	8.73	196	85.59
10 or more visits	30	13.10	226	98.69
I had no visits in the last 6 months	3	1.31	229	100.00

Frequency Missing = 635